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2/3/2015

NOTICE OF VACANCY

DEPARTMENT: HOLDEN MUNICIPAL LIGHT DEPARTMENT
JOB CLASSIFICATION: CUSTOMER SERVICE REPRESENTATIVE - GENERAL
SALARY RANGE: \$18.62 to \$20.93/hour
HOURS: 37-1/2 HOUR WORK WEEK

BENEFITS: VACATION - two weeks after 1 year of continuous service depending on how many weeks worked in previous calendar year; three weeks after five years; four weeks after ten years; five weeks after twenty years. Vacation is earned on the anniversary date of the first year of employment and thereafter is credited as of January 1. SICK LEAVE: After six months you will accumulate 6 days and will be credited with 1 day per month thereafter to a maximum of 180 days. PERSONAL DAYS: 3 days per fiscal year commencing after six months of employment. Worcester Regional Retirement System; Health Insurance and Life Insurance available; HOLIDAYS: 11 paid holidays per year.

SUBJECT TO: 1 year probationary period
Union Agency Shop

HOLDEN MUNICIPAL LIGHT DEPARTMENT
Position Description
FLSA: Non-Exempt

Position Title: **Customer Service Representative – General 0104** Dept: Light Department

Reports To: Business Office Manager

GENERAL SUMMARY:

Under general supervision, performs general office work which may include customer service, utility billing, meter reading verification, maintaining certain records of department, inventory processing, purchase order processing, receptionist and other support functions as required.

ESSENTIAL JOB FUNCTIONS*:

- Interacts with customers in office or by telephone.
- Inputs billing information to computer for regular and special billings. Verifies amounts of bill with journal entries to assure accuracy. Researches and resolves discrepancies in a timely manner.
- Receives hand-held metering devices from Meter Readers and loads/unloads devices to computer when assigned.
- Maintains files of customers, telephone poles, and transformers. Records information in computer records and secures and backs up computer records weekly.
- Processes work orders received from line crews.
- Performs daily filing for department.
- With direction, prepares purchase orders and verifies receipts to invoices received.
- Processes payments received at counter or in mail for transmittal to Town Treasurer's Office.

- Provides support to Director by processing incoming mail, making copies of items for meetings, and other clerical duties.

OTHER DUTIES AND RESPONSIBILITIES:

- Monitors and answers two-way radio and dispatches calls as necessary.
- Prepares special billings for department services.
- Receives and processes meter deposits and new customer applications.
- Sees to the completion of certificates of liens and files same.
- Completes other forms and documents as required.
- Performs other related duties as assigned.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Duties require computerized data entry and retrieval, basic accounting, and customer relations skills equivalent to graduation from high school and two years of related experience.
- Ability to perform detailed work accurately and efficiently within deadlines.
- Ability to prioritize tasks and deal effectively with interruptions.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to interact effectively and tactfully with a wide variety of individuals including customers and other department personnel.
- Ability to understand, interpret and explain department procedures to customers and apply procedures appropriately to a variety of situations.
- Ability to understand and apply the rates and fees administered by the department.
- Knowledge of Microsoft Excel and Word, computerized billing applications in a utility environment, webpage support and familiarity of IT systems and networks.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Normal office environment not subject to extremes in temperature, noise, etc.
- Frequent interruptions to assist customers in person and on the telephone.
- May spend extended periods of time at the computer terminal, at desk or on the telephone and operating other office equipment requiring eye hand coordination and finger dexterity.
- Occasional lifting, standing, bending and carrying of files, documents and records.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

This position is considered in the essential personnel category during storm or emergency situations.

***External and internal applicants, as well as position incumbents who become disabled, as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATIONS AVAILABLE: OFFICE OF TOWN MANAGER
STARBARD BUILDING, 1204 MAIN STREET
HOLDEN MA 01520

CLOSING DATE FOR APPLICATIONS: **February 18, 2015**

FOR FURTHER INFORMATION CONTACT: TOWN MANAGER'S OFFICE
STARBARD BUILDING, HOLDEN MA 01520 (508) 210-5501
EQUAL OPPORTUNITY EMPLOYER
THE TOWN OF HOLDEN DOES NOT DISCRIMINATE AGAINST THE HANDICAPPED